



Key Principles of Effective Business Services

- Define your niche; make sure you have relevant staff competencies
- Develop relationships at multiple levels
- Learn about the business's economic drivers, their workforce needs, and their sources of labor supply



Key Principles Cont'd

- Design strategies that address the intersection of your organizational need and the business need
- Plan for a long-term relationship but pay attention to business's short-term needs
- Negotiate clear progress and business benefit measures; examine progress frequently



Examples from a Workforce Board Perspective

- Our niche:
 - Helping health care businesses to gain access to new sources of labor supply
- Our staff aspirations:
 - Health care industry experience, facilitation and partnership building skills, measurement and analysis capacity



Boston PIC Examples Cont'd

- Developing relationships at multiple levels in health care organizations:
 - CEO/COOs and trade association directors serve as members of our Board and Committees
 - VPs of HR and department managers work with us on service design
 - Supervisors and professionals teach career center staff and career specialists about targeted occupations



Boston PIC Examples Cont'd

- Learning about economic drivers and workforce needs in health care:
 - Commissioned research from the Center for Labor Market Studies
 - Interviewed and surveyed health care organizations
 - Conducted focus groups
 - Inventoried local sources of supply



Boston PIC Examples Cont'd

- Radiologic Technologist Pipeline Services
 - represent the intersection between our mission and an acute business need
 - present an opportunity to work on a long-term strategy while providing short-term outcomes
 - provide us with a laboratory to test mechanisms for measuring business benefit